



CANDIDATE BRIEF

RECEPTIONIST


QUEENSMEAD
excellence through learning

LETTER FROM THE HEAD TEACHER



Dear Applicant

I am delighted that you are expressing an interest in working at Queensmead. I took up the position of Head Teacher in 2009 and it fills me with pride when I reflect on what we have achieved in this time and how we continue to build on our outstanding work. We are committed to ensuring that every student at Queensmead excels and has the very best start in life. Our standards are high and our expectations are clear and consistent.

During my time I have seen some exceptional teachers and also witnessed remarkable growth in teachers. I am proud that several members of my leadership team started their careers as NQTs in our school. We are committed to your development and providing you with the opportunities and support to progress in your career.

I wish you luck with the application process and invite you to visit us and see the school for yourself. Indeed, it was the students and the team that inspired me and many others to join Queensmead!

If you have any questions on the recruitment process, please email recruitment@qmschool.org.uk or visit our website:- www.queensmeadschool.org.uk

Yours sincerely

Rhona Johnston
Head Teacher

HOW TO APPLY



Applications must be received by **9am** on **Thursday 10th October 2024**.

Please email your completed application form and covering letter for the attention of the Head Teacher to:
recruitment@qmschool.org.uk

If you have any questions, please email recruitment@qmschool.org.uk

DEPARTMENT OVERVIEW



Purpose of Role

To support and provide an efficient reception and administration service to the school. This is not a definitive split and might see changes in demand between administration and receptionist duties according to the needs of the service.

Working Pattern

25 hours per week x 38.2 weeks per annum - Term-time plus 1 Inset Day

Monday to Friday – 7.45am to 12.45pm or 11.30am to 4.30pm

Main Tasks / Accountabilities

To operate a reception service that promotes a positive image of the school and to provide administrative support for the school. Work as part of a team to provide a high quality service and to maintain customer care as a principal part of service quality.

Reception

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception.
- To arrange meeting room facilities as and when directed.
- Locate pupils in lessons to pass on urgent messages from parents and/or teaching staff.
- To record and sign visitors in and out of the school, issue visitor passes where necessary.
- To support Leadership Group call out system.
- To type documentation as required and update telephone list.
- To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times and report through any repairs or faults.
- Manage front gate access to site, report any concerns to Premises team. Adhere to protocols for students leaving the site.
- To photocopy documents and materials as directed.
- To take initial contact details and pass to appropriate member of staff.
- To act as a contact for the caretaker/site assistant.
- Telephone 999 for emergency service attendance when requested in an emergency situation.

Administration

- Provide routine clerical support, e.g., photocopying, printing, filing, emailing, complete routine forms.
- To search information and data input information into school systems.
- Undertake typing and other IT based tasks.
- Sort and distribute mail.
- Produce mail merge letters and literature as required.
- To maintain the policy expiry schedule and inform the relevant member of staff.
- Undertake routine administration.

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- Contribute to the overall ethos/work/aims of the school.
- Participate in training, other learning activities and performance development as required.
- Attend and participate in meetings as required.
- This is not intended to be an exhaustive or definitive list. This role profile is non contractual and the post holder might be called upon to undertake a full time receptionist role.

PERSON SPECIFICATION

Essential

- Experience of delivering excellent face to face, telephone and customer service.
- Ability to achieve challenging professional targets/objectives.
- Ability to analyse, understand and interpret data and information.
- To be able to judge when to make a decision, when to consult and when to defer to a senior member of staff.
- Ability to prioritise own time, work under pressure and to deadlines with a sense of balance and perspective.
- Communication skills (both orally and in writing) – the ability to make points clearly and understand the views of others.
- Excellent interpersonal skills.
- Ability to develop new ideas.
- Ability to contribute effectively to the development of whole school policies.
- Ability to promote the ethos, aims and objectives of the school to the wider community

Desirable

- Evidence of recent training/development on ICT systems
- Experience of working in schools
- Experience of using Sims.net.

Personal Attributes

- Personal impact and presence
- Flexibility and enthusiasm for the job
- Energy, determination and perseverance
- Self confidence
- Reliability and integrity

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